

FIGURE 1A

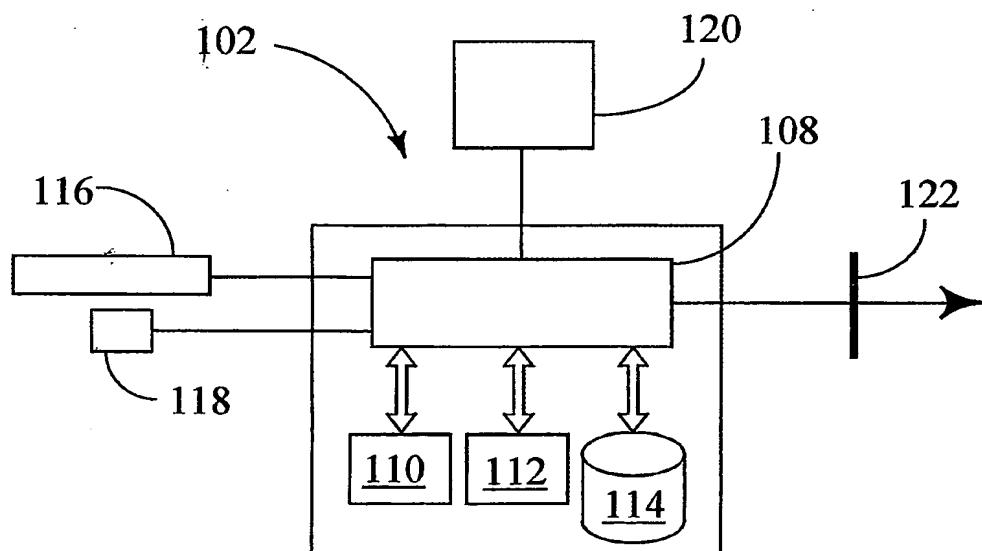
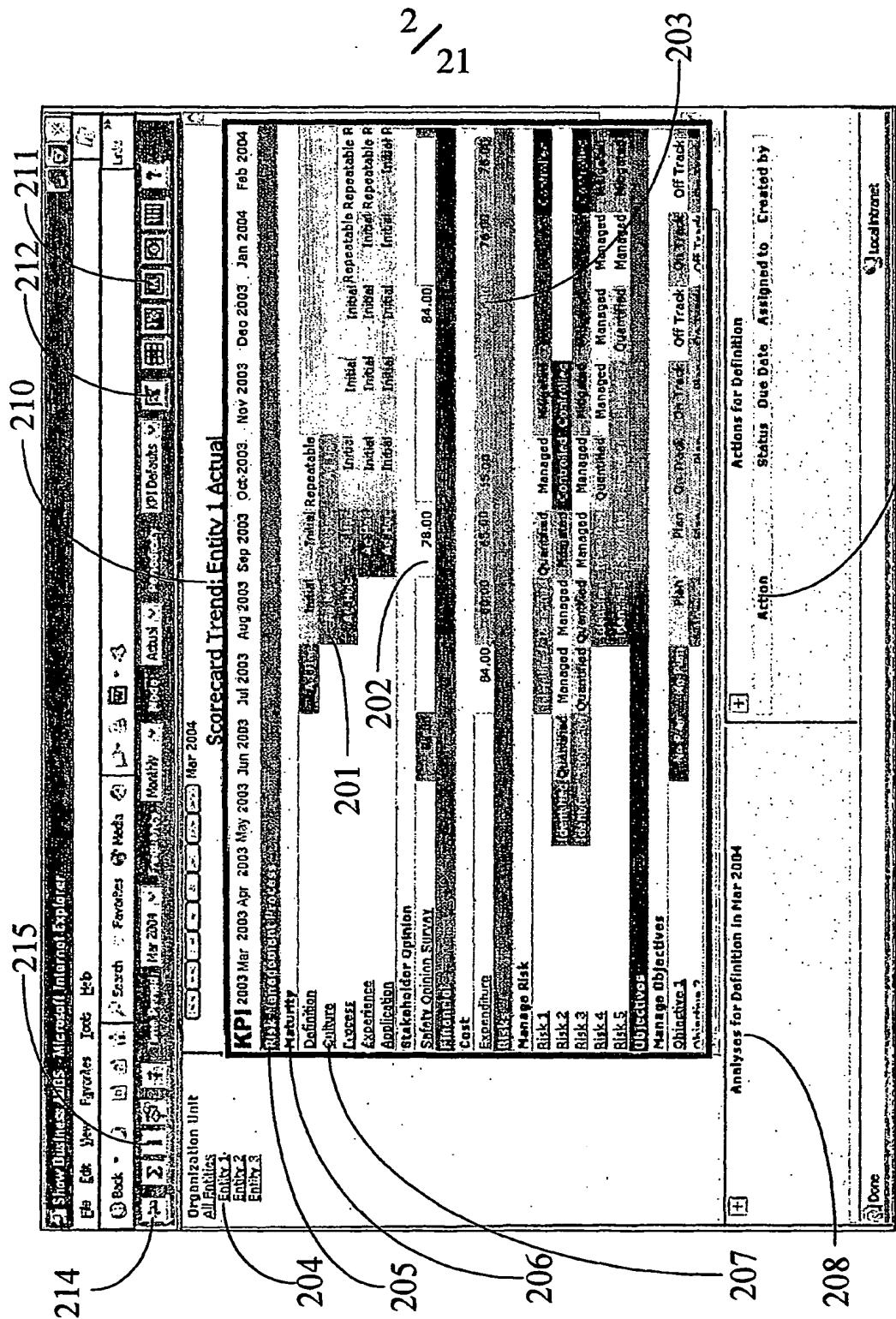


FIGURE 1B



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FIGURE 2

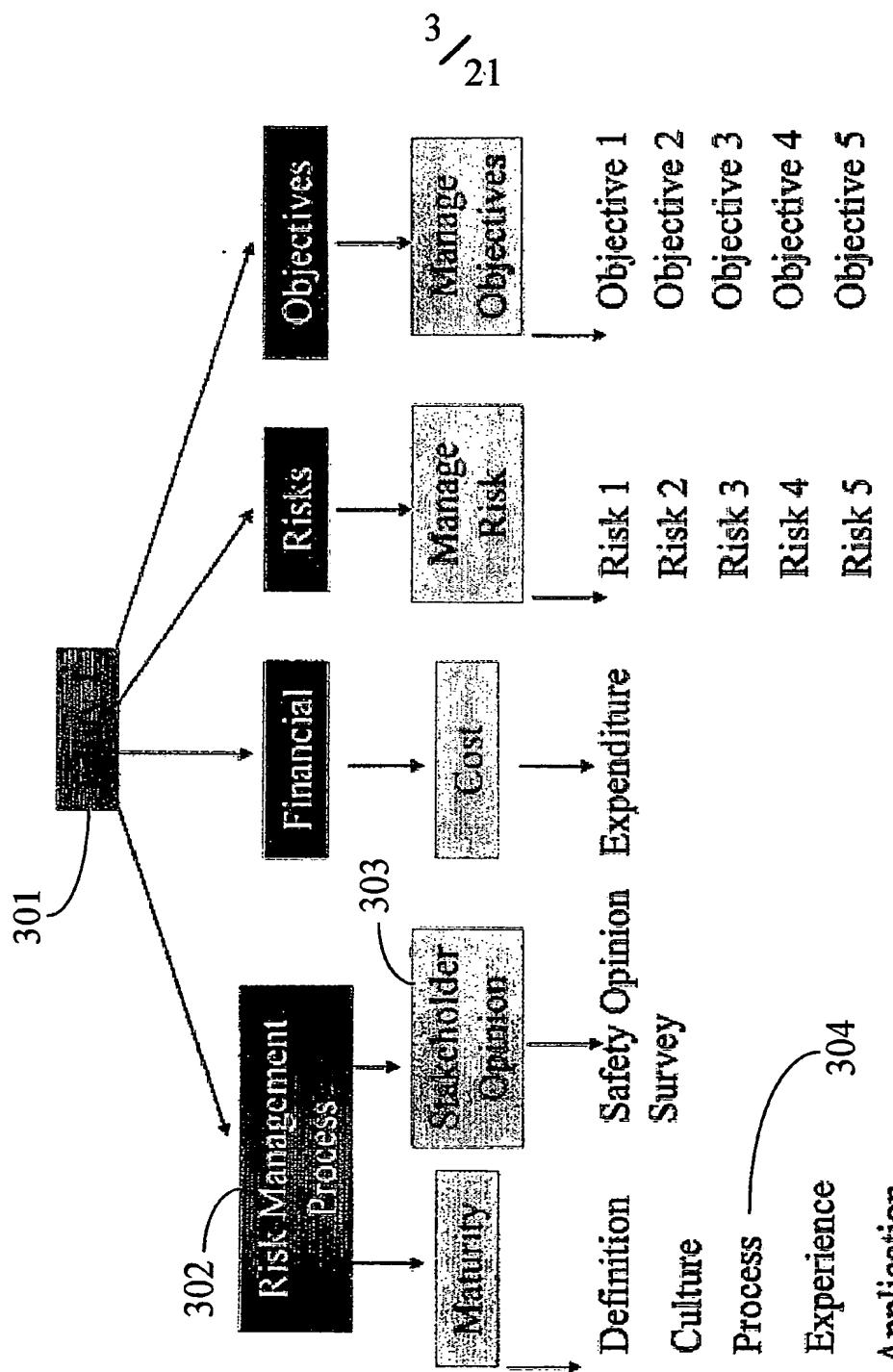


FIGURE 3

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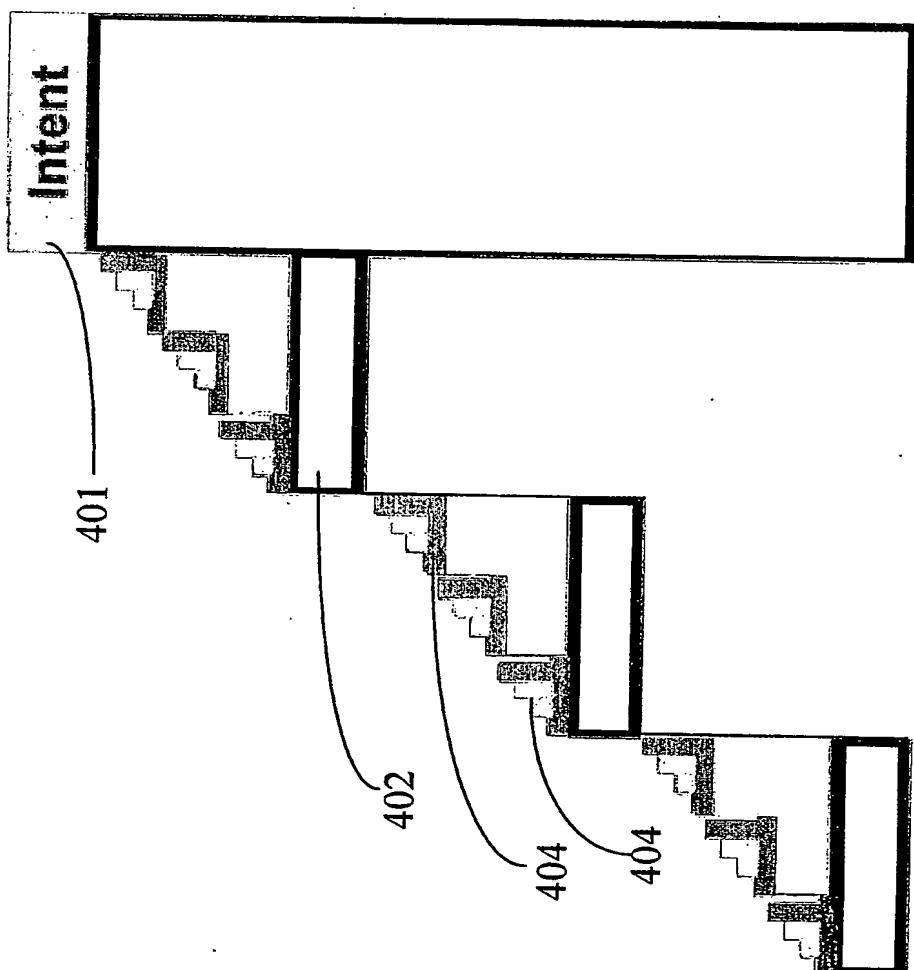
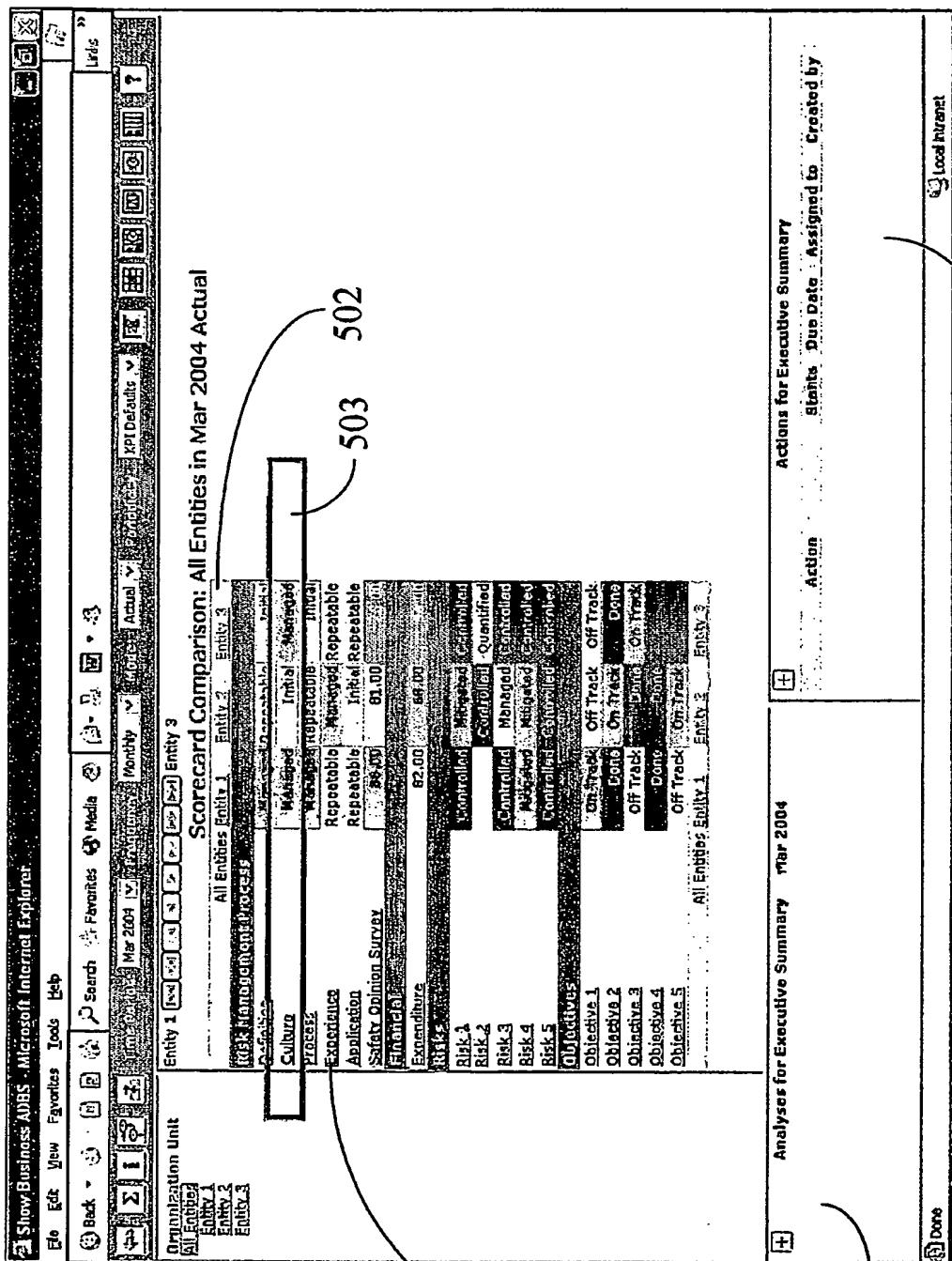


FIGURE 4

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501

504

FIGURE 5
505

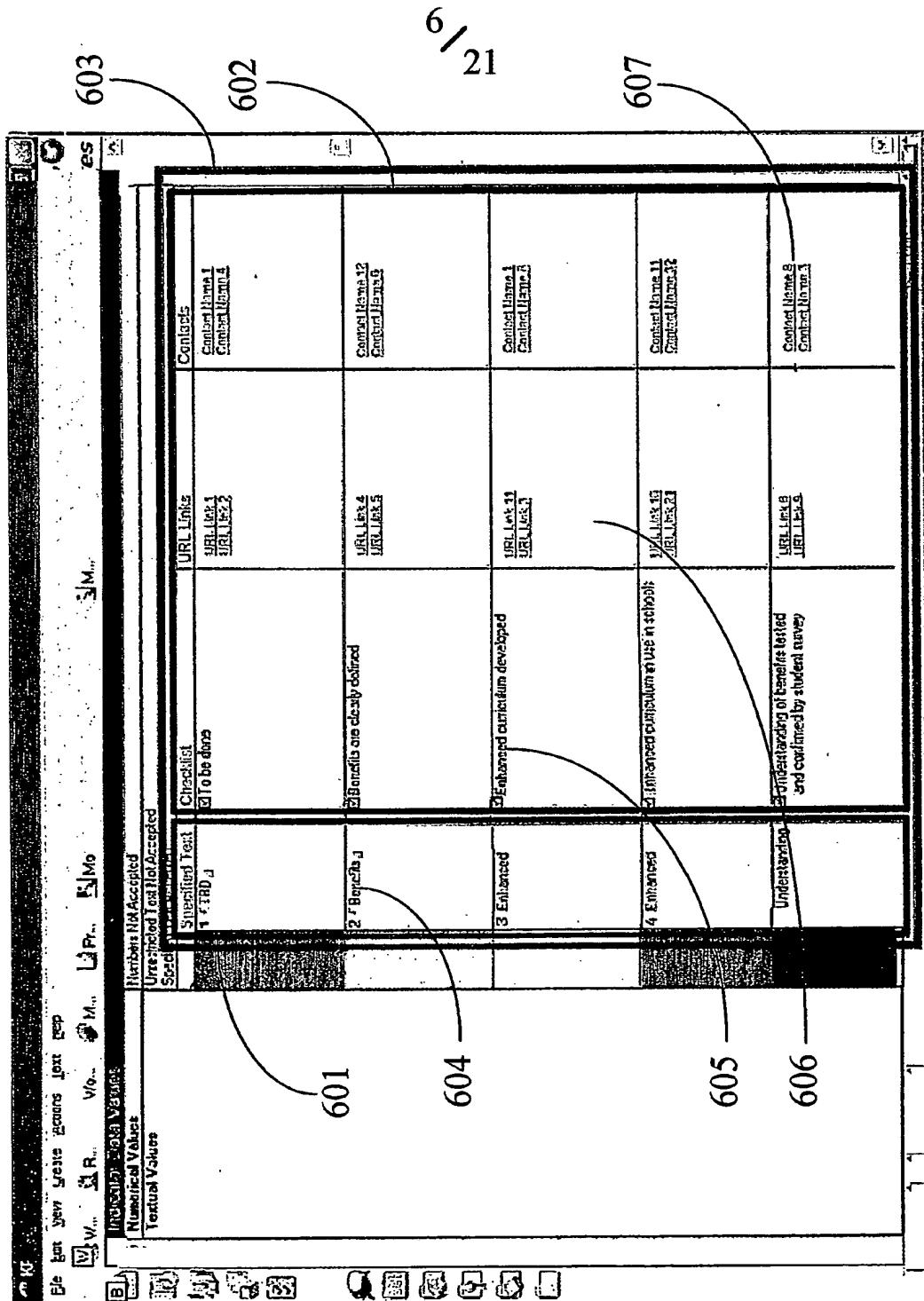


FIGURE 6

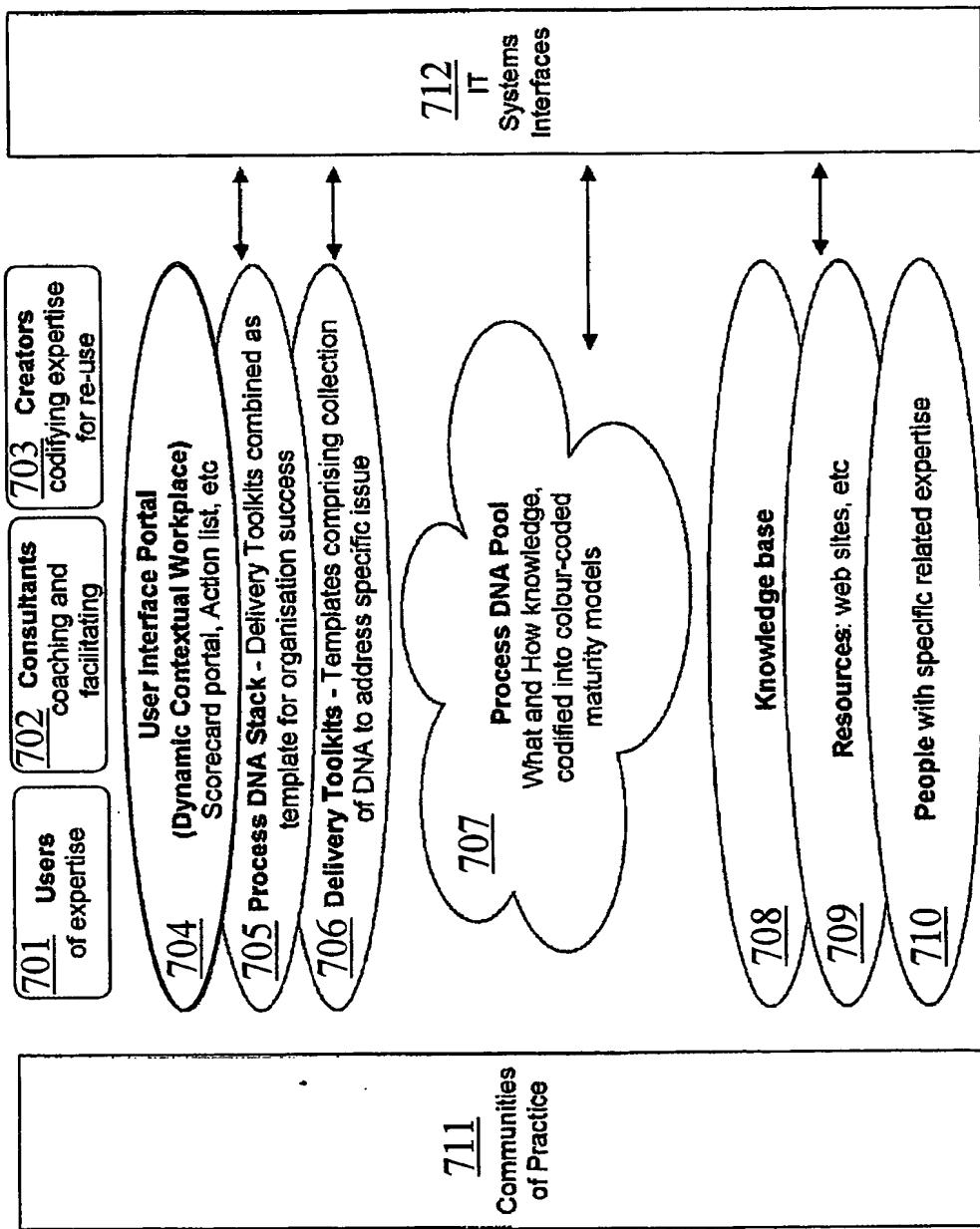
7
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FIGURE 7

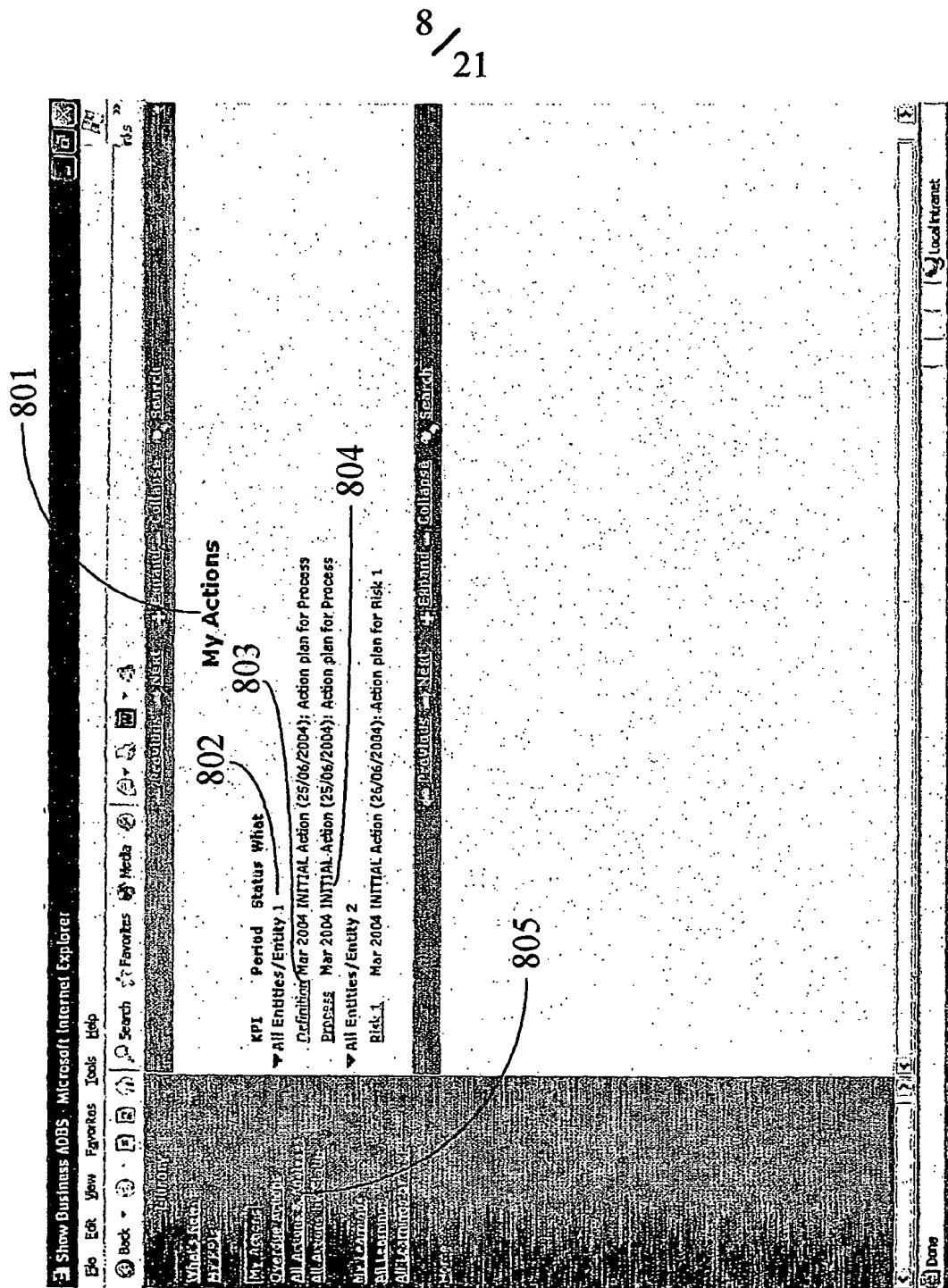
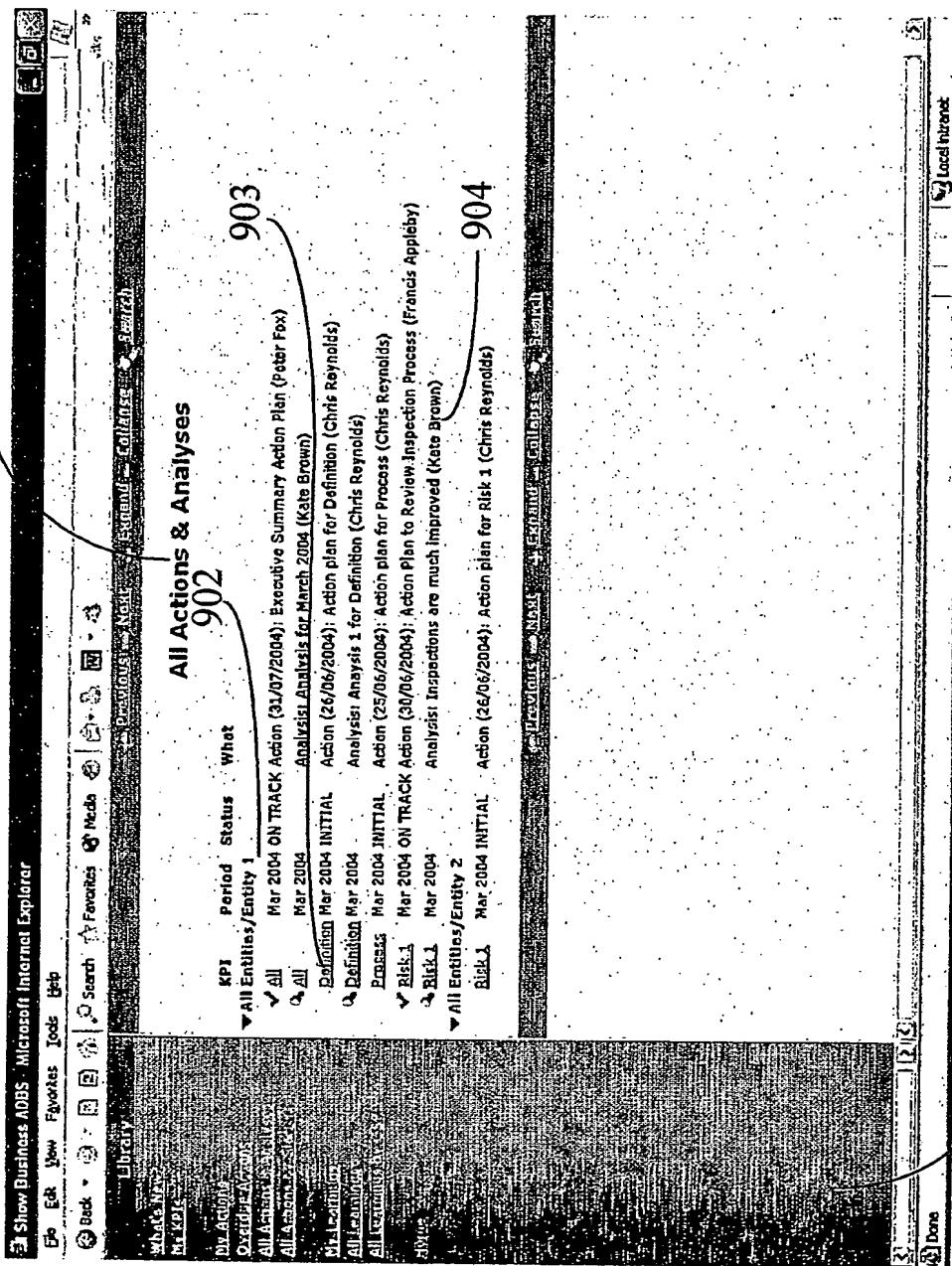


FIGURE 8

9
/21

901



The screenshot shows a Microsoft Internet Explorer window with the following details:

- Title Bar:** Show Business ADBS : Microsoft Internet Explorer
- Menu Bar:** File Edit View Favorites Tools Help
- Toolbar:** Back Stop Refresh Stop Search Favorites Help
- Search Bar:** Search
- Content Area:**
 - Section Header:** All Actions & Analyses
 - Table Headers:** KPI Period Status What
 - Table Data:**
 - All Entities/Entity 1
 - All Mar 2004 Analysis/Analysis 1 for Definition (Mar 2004); Executive Summary Action Plan (Peter Fox)
 - All Mar 2004 INITIAL Action (26/06/2004); Action plan for Definition (Chris Reynolds)
 - Definition Mar 2004 INITIAL Action (26/06/2004); Action plan for Definition (Chris Reynolds)
 - Definition Mar 2004 INITIAL Analysis/Analysis 1 for Definition (Chris Reynolds)
 - Processes Mar 2004 INITIAL Action (25/06/2004); Action plan for Process (Chris Reynolds)
 - Risk 1 Mar 2004 ON TRACK Action (30/06/2004); Action Plan to Review Inspection Process (Francis Apilby)
 - Risk 1 Mar 2004 Analysis/Inspections are much Improved (Kate Brown)
 - All Entities/Entity 2
 - All Mar 2004 INITIAL Action (26/06/2004); Action plan for Risk 1 (Chris Reynolds)

905

FIGURE 9

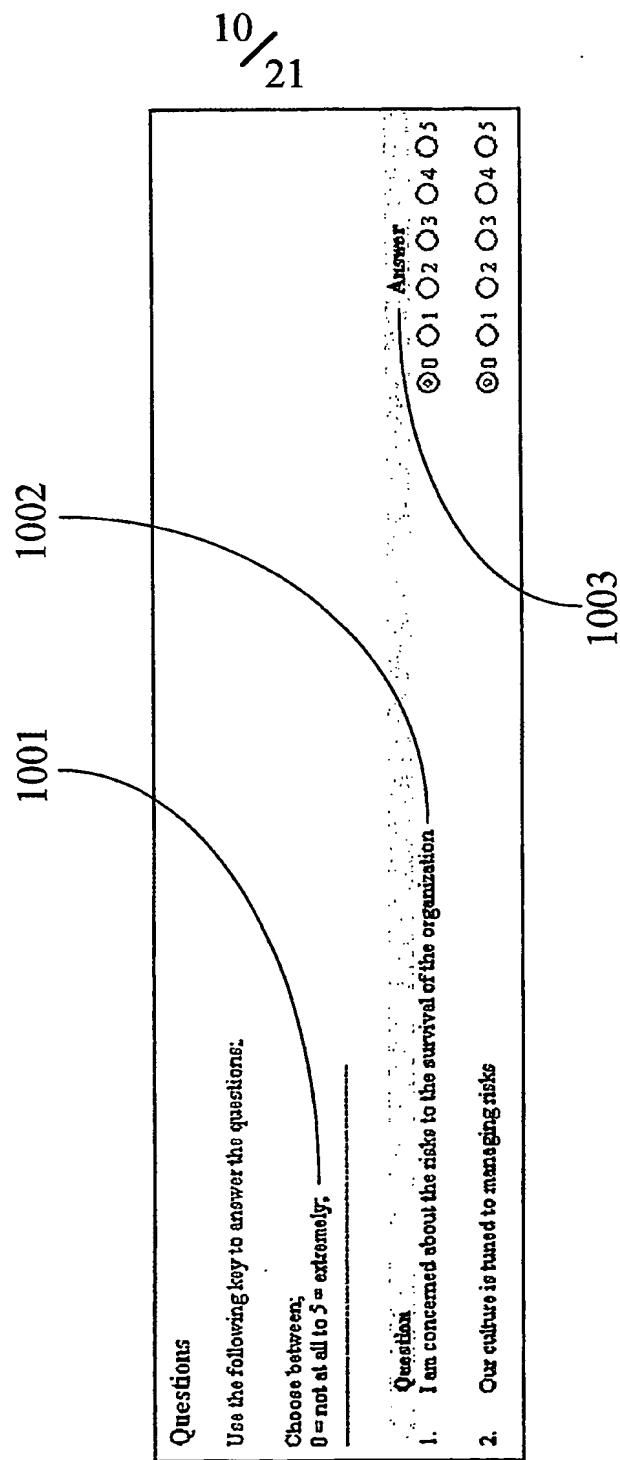


FIGURE 10

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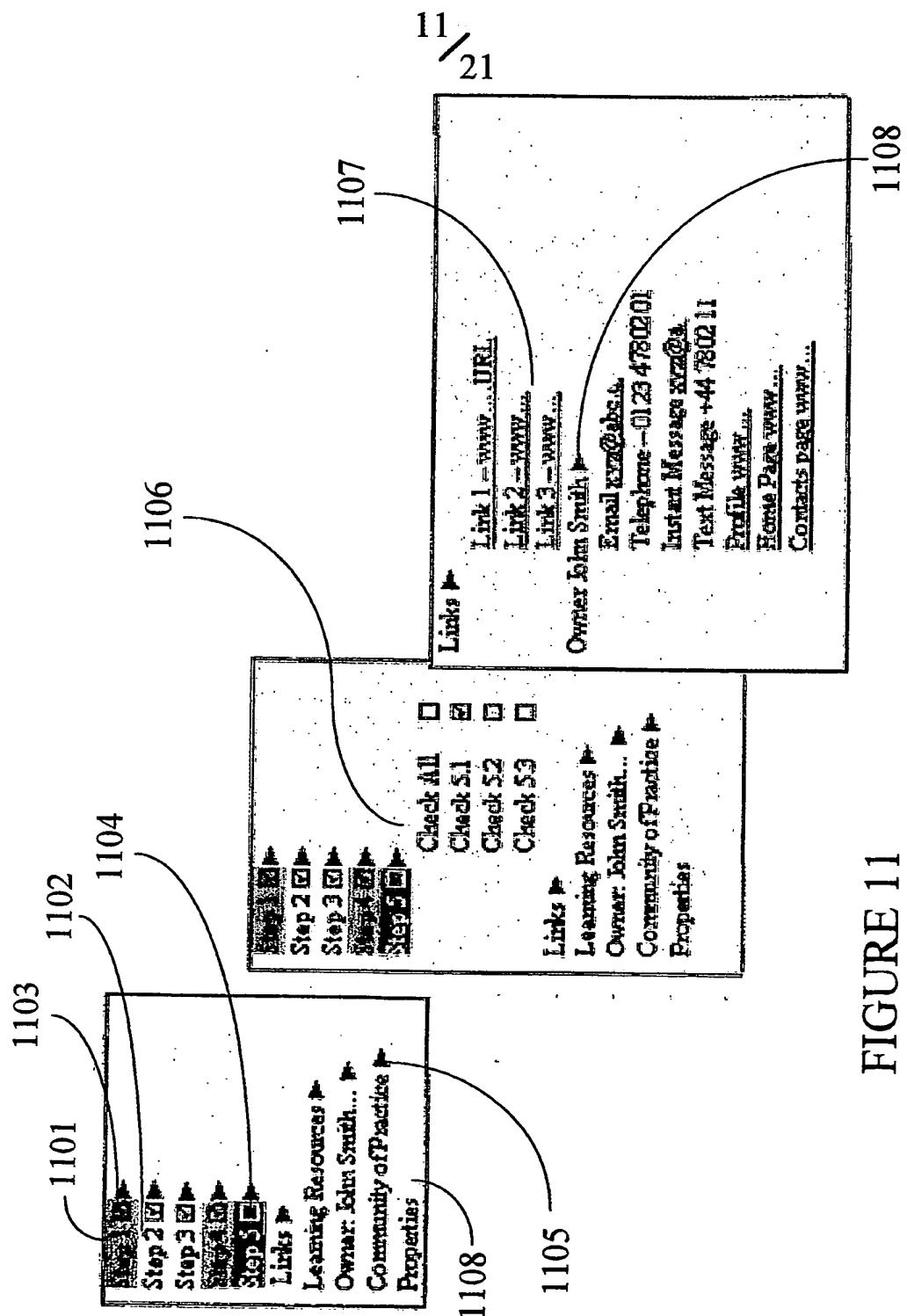


FIGURE 11

12
21

Manual Data Entry

Organization Unit: All Orgs\Organization 1

KPI: Risk 1

Mode: Actual

Year: 2004

Period: Period

Data Jan Feb Mar Apr May Jun Jul Aug Sep Nov Dec

Mitigated	Controlled	Identified	Quantified	Managed	Mitigated	Controlled
<input checked="" type="checkbox"/>						

Cancel **Save** **Done**

1203

1202

1201

FIGURE 12

<p>1305</p>	<p>1301</p> <p>13 / 21</p>
<p>1302</p>	<p>1303</p> <p>1304 1303</p>

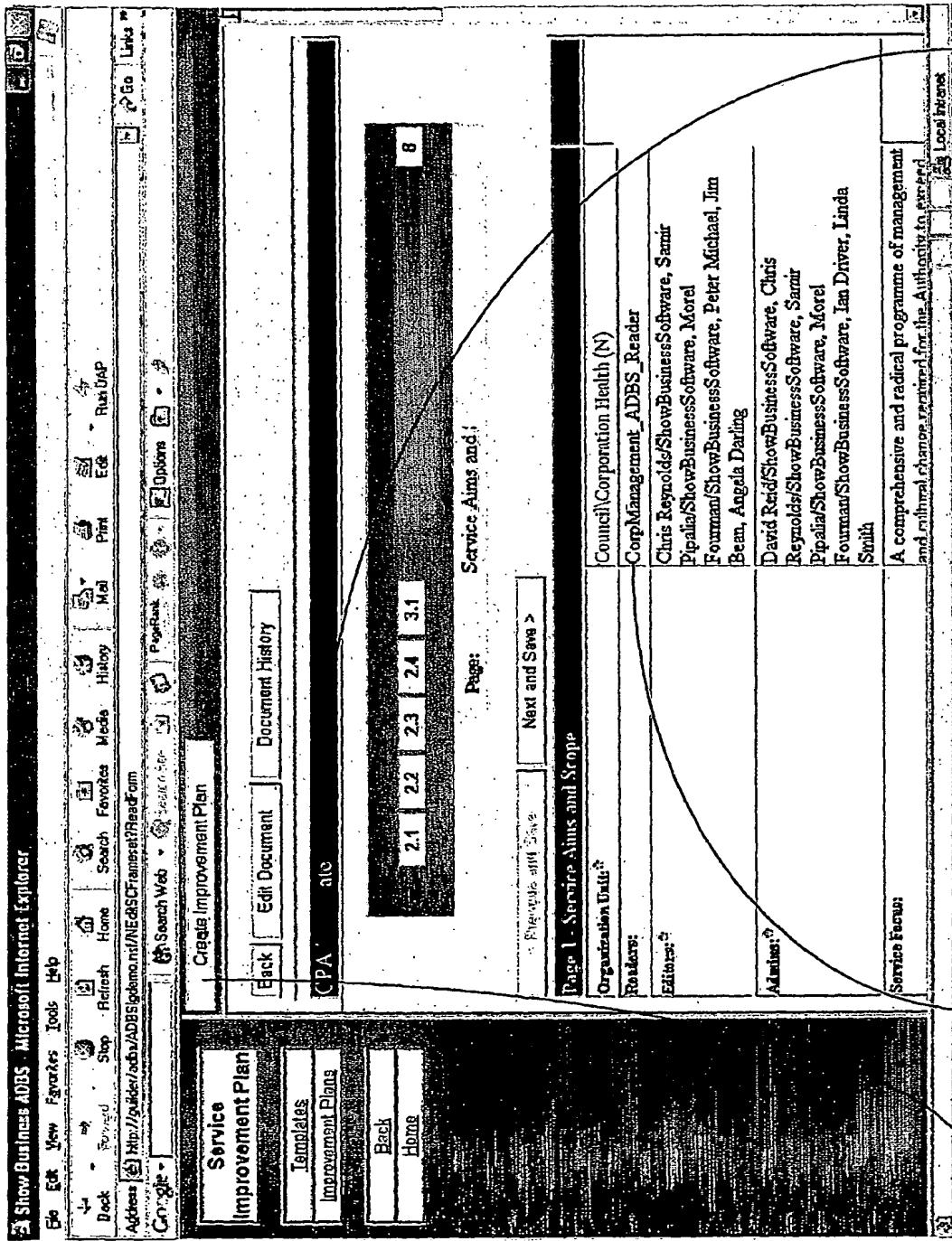
FIGURE 13

Service Improvement Plan		Assessment Plan Values	
Service	Improvement Plan	Step Colour	Step Description
Back	Assessment Plan Values	Step Scorecard Data (maximum 31 characters only)	
Home	01	Not Understood	Corporate priorities are not understood.
	02	Understood	Corporate priorities and how they affect the service are clearly understood.
	03	CSF/Priorities linked	Service critical success factors are clearly linked to corporate priorities.
	04	CSF/KPI linked	Service critical success factors are clearly linked to Key Performance Indicators
	05	Actions linked to KPIs	All service delivery actions are clearly linked to Key Performance Indicators
	06		

1401 1402

FIGURE 14

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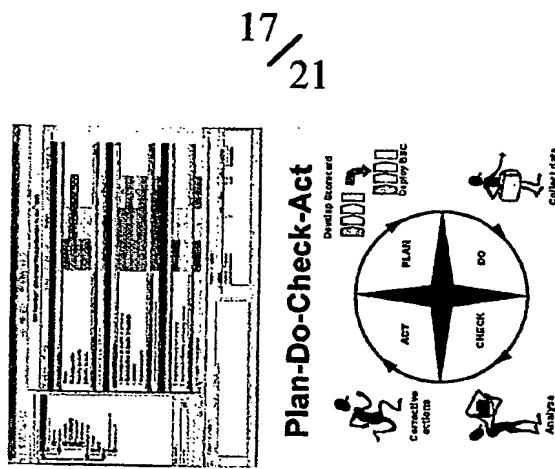
1501

FIGURE 15

1502
1503

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- 1701 SCORECARD of entity
- Outcome Measures 'WHAT' – using KPIs and KSI
Transformation or Maturity Measures 'HOW' – using KTIs
- + 1702 COACHING of team and/or
FACILITATION of team meetings
- + 1703 FEEDBACK
- Plan-Do-Check-Act
 - Commit-Deliver-Review or
 - Plan-Do-Check-Act or
 - Plan-Do-Study-Act
- = 1704 RESULTS



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FIGURE 17

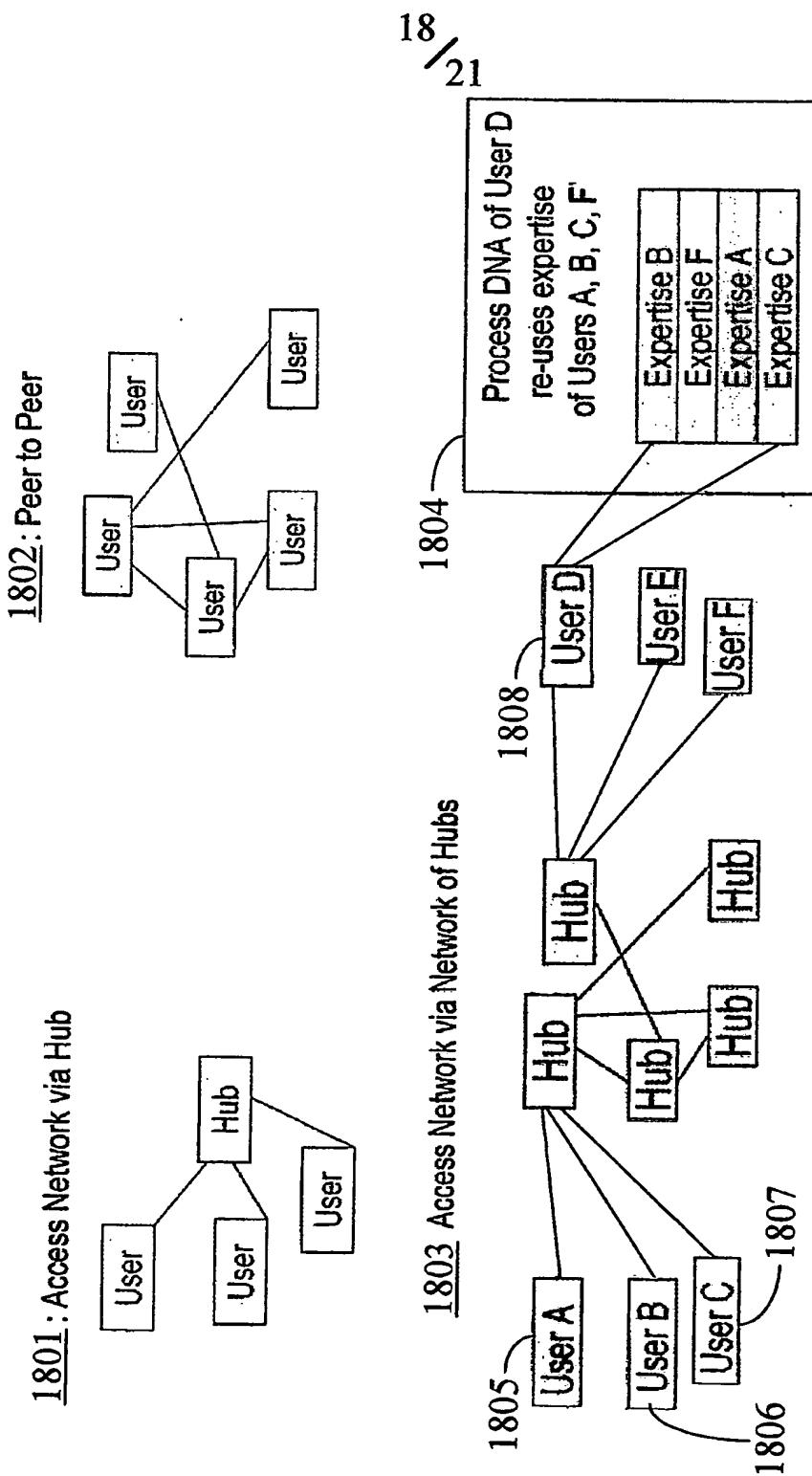
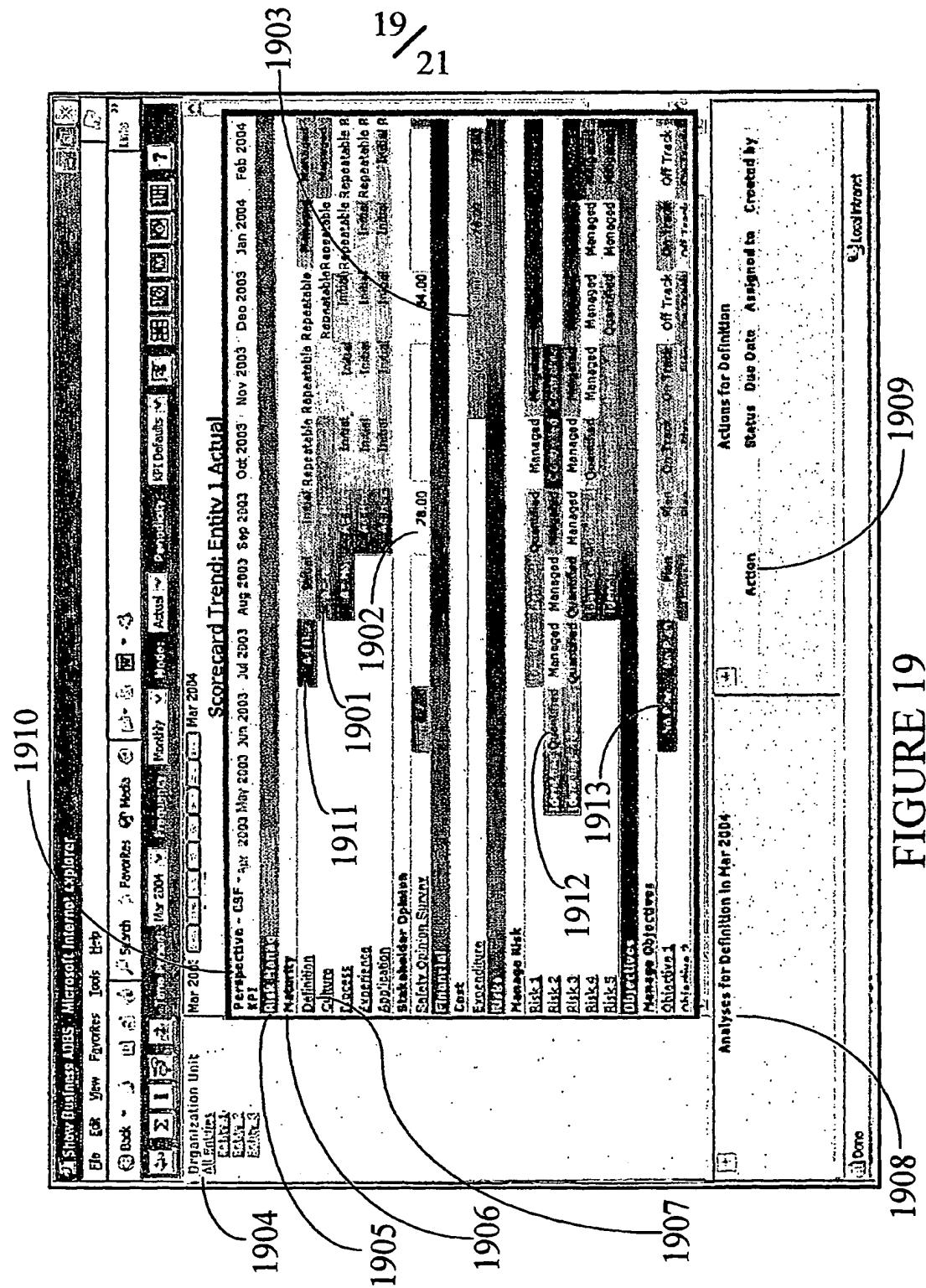


FIGURE 18



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1909
1908 → FIGURE 19

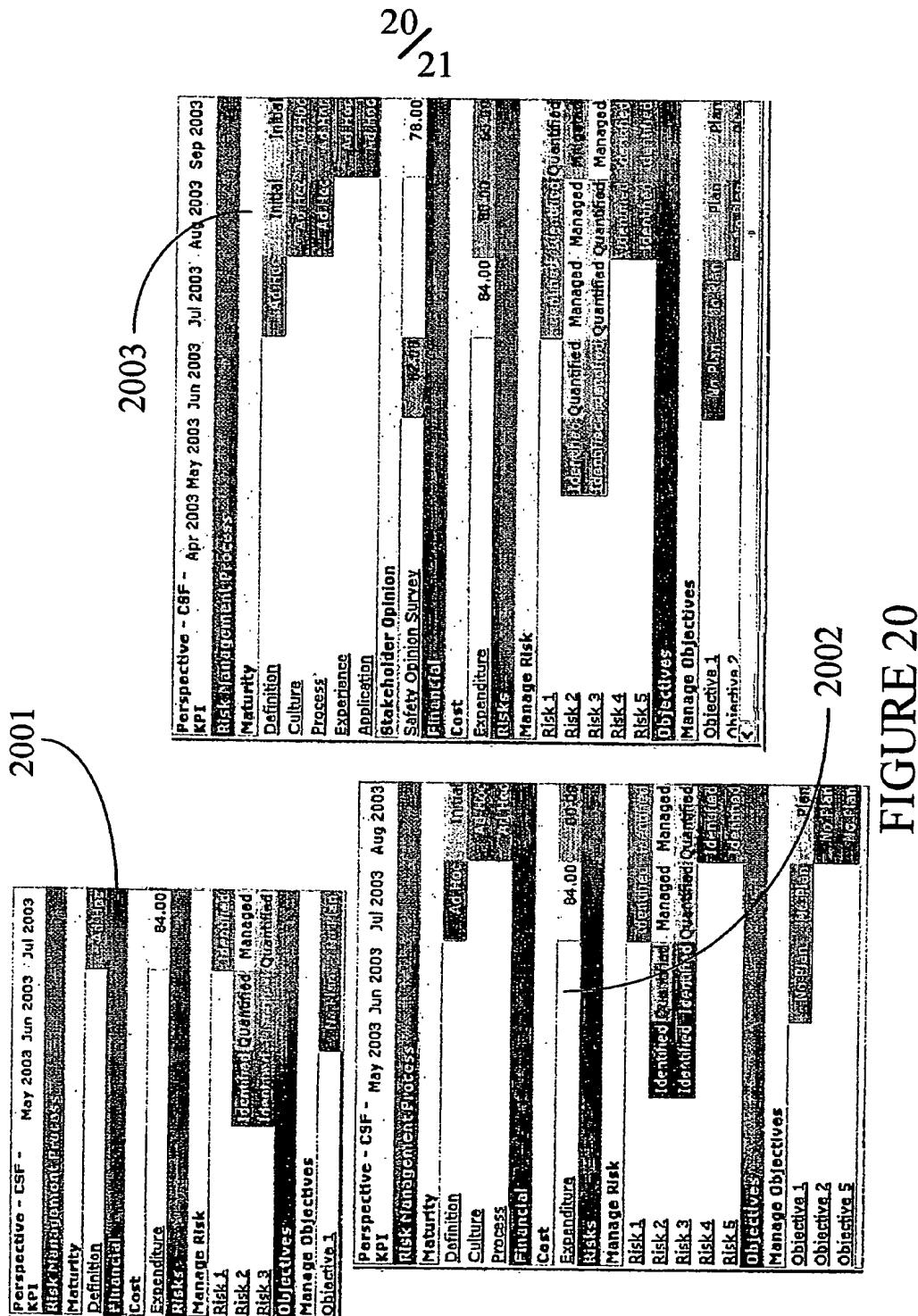
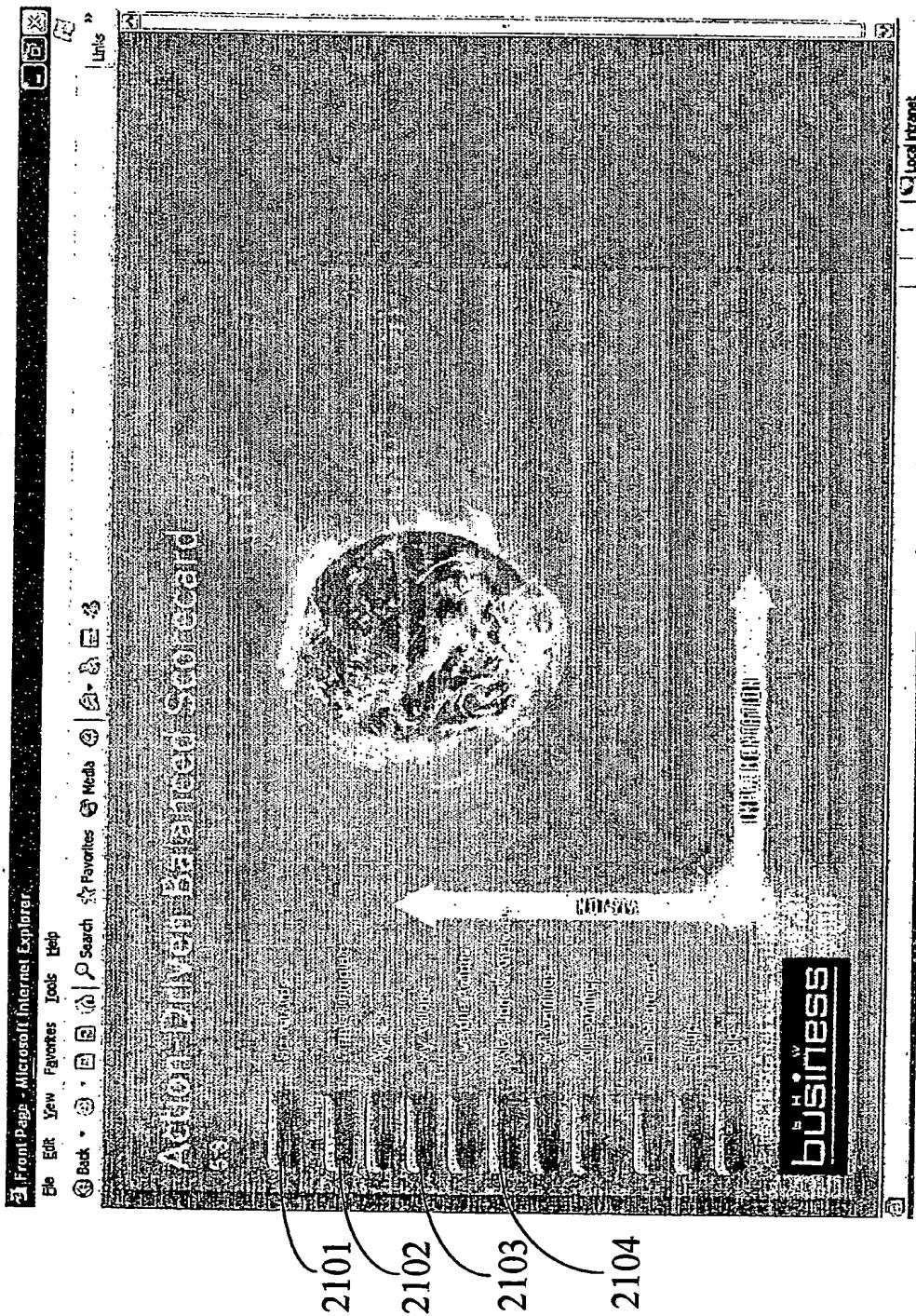


FIGURE 20

21/
21



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FIGURE 21